



4670 E. Washington Street  
Hamilton, MI 49419

March 24, 2020

Dear Valued Customer,

Please find on the back of this, a letter from CHS President and CEO Jay Debertin outlining proactive steps CHS is taking to protect the health, safety and wellbeing of customers, employees, and communities while preserving operations during the COVID-19 pandemic.

I want to assure you that we have reviewed Governor Whitmer's "Stay Home Stay Safe" executive order and have verified that the business CHS conducts in Michigan is considered Critical Infrastructure. We are therefore still operating our business while the executive order is in place.

While we are operational, we are deploying our business continuity plans with the goal of safely continuing to provide the highest possible level of service to our customers with minimal disruptions. Our specific measures include:

- We are having our customer service, sales and administrative teams work from their homes.
- In offices where there is a staff person present, we ask that vendors and customers contact us via the phone and not in person.
- We ask that if you are at any of our sites to pick up product, that you stay in your vehicle. If you need to exit your vehicle, please stay a minimum of 6 feet away from other individuals.
- If you need a grain check, please call and we will print and mail one or ACH your payment.
- If you need to make a payment or place an order, please call or e-mail our team.

We are committed to working through this unprecedented situation with effective planning, communication, and execution. We will continue to work with the number one goal being to maintain the health and safety of our customers, employees, and community. We are confident we can do that while providing the critical services for feeding livestock, raising a crop, and heating your homes.

Should you have any questions or comments, please don't hesitate to contact me at 269-751-1001. Our general number for any other need or service is 269-751-5171. Thank you for your cooperation and support.

Sincerely,

Bob Fenton  
General Manager